DRAFT

ADRC GOVERNING BOARD

Tuesday, December 15, 2015
Clem Hoelzel called the meeting to order at 10:30 a.m.

Members Present
Dianne Birkholz, Jeffry Duchac, Clem Hoelzel, and Lorna Negen. (Introduction of new member Dianne)

Also Present
Wanda Bachhuber, Bev Behm, Sheila Drays, Kris Schefft and Judy Wiese

Consideration to Deviate from the Agenda if needed
None

Approve the Minutes of the October 27, 2015 Meeting
Clem Hoelzel motioned and Jeffry Duchac seconded to approve the minutes from the October 27, 2015, ADRC Governing Board meeting. The motion carried.

Public Forum
None

What's new at the ADRC?
Judy Wiese, Dementia Care Specialist; reported on the Dementia Care Specialist program and services offered, including memory screens and education opportunities. The position is funded by one grant. Judy provided dates and flyers to the members on future programs. Discussion followed.

Wanda Bachhuber, Benefit Specialist; reported on her programs. The position is funded by two grants and the grants provide help to caregivers. She also highlighted her marketing materials and caregiver bag, and explained how it is used to help caregivers feel less threatened. Discussion followed.

Supervisors' Report
Kris Schefft reviewed the *ADRC Statistics Report 2015 with 2014* handout that was provided for members of the ADRC Governing Board. Discussion followed.
Kris reviewed the *ADRC/Aging Services Supervisors' Report* handout that was provided for members of the ADRC Governing Board.
Kris reviewed the *Review complaints and appeals status.* Kris reported there were no complaints to report.
Jeffry reviewed the *Dodge County Humans Services and Health Department Board minutes from October and November 2015* handout was provided for members of the ADRC Governing Board. Discussion followed.

Next Meeting
The next meeting of the ADRC Governing Board meeting will be held on Wednesday, February 17, 2016 at 9:00 a.m. in room G46, of 199 County Road DF, Juneau.

Review schedule for 2016
Kris will email the members that weren't at the meeting to see if the third Wednesday or third Thursday of the even Months will work for future meetings. Then she will email the entire members for the ok.

Commended
Jeffry Duchac commended Clem for all his years of serving on the committee.

Adjournment
Jeffry Duchac motioned and Clem Hoelzel seconded to adjourn the ADRC Governing Board meeting was adjourned at 11:18 a.m. The motion carried.

Respectfully Submitted by: Beverly Behm _____

Judy Braun, Secretary _____

Disclaimer: The above minutes may be approved, amended or corrected at the next ADRC Governing Board Meeting.

Checklist for the Evaluation and Compliance Plan Requirement in the 2016 Aging and Disability Resource Center Scope of Services

Please email back to Assigned Regional Quality Specialist by March 1, 2016

Section 2 Contract Item	Meets Contract Requirement (X)	Not Currently In Compliance (X)	If not currently in compliance: Barriers to meeting the requirement	If not currently in compliance: Plan to meet contract requirement	Planned Date of Compliance
EXAMPLE ITEM					
All signage shows the Department's ADRC logo in the Department's blue and white color scheme.		X	Fiscal: ADRC does not have funds in budget to replace the ADRC sign on building.	ADRC will look at budget and adjust it so that a new sign can be purchased.	5/1/2016
Welcoming and Inviting Environment (Page 4 of 2016 Contract)					
All ADRC locations are accessible by public transportation, if the municipality in which the ADRC is located has public transportation.					
The ADRC has adequate parking, including accessible parking, at no cost to the public.					
Signage (Page 4 of 2016 Contract)					
All ADRC locations have clearly visible signage on the interior of the building in which it is located.					
All ADRC locations have clearly visible signage on the exterior of the building in which it is located.					
The ADRC is identified on any posted building directories.					
All signage shows the Department's ADRC logo in the Department's blue and white color scheme.					
Facility Requirements (Pages 4-5 of 2016 Contract)					
ADA Standards for Accessible Design					
The building and furnishings are clean, in good condition, free of hazards and meet state and federal requirements for physical accessibility. Please refer to link above.					
The ADRC provides directional signs and instructions for the use of ADRC services in print, Braille, and alternate formats (e.g., increased font size, high contrast in colors, American Sign Language video translations, closed captioning on videos.)					
The ADRC has public restrooms for use by customers that are clearly signed and accessible.					
The ADRC has public restrooms that accommodate customers with an attendant while maintaining privacy.					
Reception Area (Page 5 of 2016 Contract)					

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The ADRC has a clearly defined, separate, distinct, accessible and welcoming reception area where the public is greeted by an individual ready to assist them.					
The reception area is large enough to accommodate people of all ages and with different disabilities.					
The layout of the reception area does not allow customers to overhear conversations between the receptionist and another customer.					
The reception area has an accessible display space for fliers, pamphlets and other information materials, arranged so that customers can easily reach the material.					
Privacy and Confidentiality (Page 5 of 2016 Contract)					
Information and assistance specialists, options counselors and benefit specialists have access to private meeting space for confidential conversations.					
Private meeting spaces are equipped with telephones and computers with high speed internet access and can access databases and benefits assessment tools.					
The ADRC stores confidential information securely on site.					
Co-Location with an MCO (Page 5 of 2016 Contract)					
The ADRC is not located in the same building as an MCO.					
Co-Location with an Aging Unit (Pages 5-6 of 2016 Contract)					
If the ADRC and Aging Unit share a phone number, the phone is answered, "Aging and Disability Resource Center."					
Regularly Scheduled Business Hours (Page 6 of 2016 Contract)					
The ADRC assesses the most convenient days and times for customers to visit the ADRC.					
Information and assistance service is available continuously when the ADRC is open.					
ADRC hours are fixed and posted.					

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After Hours Services by Appointment (Page 6 of 2016 Contract)					
The ADRC has the capacity to set up after-hours and weekend appointments.					
The ADRC establishes criteria for determining when after-hours appointments are necessary.					
Computer Systems (Pages 6-7 of 2016 Contract)					
The ADRC has a computer system that can stream both video and voice over the internet.					
The ADRC operates either a SAMS IR or an equivalent software that has the same capacity as SAMS IR for client tracking, resource database, and reporting.					
All ADRC staff members have a computer and it allows staff to input data into the SAMS IR or equivalent software.					
Management-Information Systems (Pages 7-8 of 2016 Contract)					
The ADRC has a client tracking database lead.					
The resource database includes information relating to each of the information and assistance topics listed in Section III, B.2.C.					
The resource database includes information relating to the name of the resource, contact information, and key features of the resource.					
Resource information is updated annually.					
The ADRC has a resource database lead.					
Management-Information Systems FOR NON-SAMS IR USERS (Pages 7-8 of 2016 Contract)					
The ADRC client tracking system meets all Department reporting requirements.					
The ADRC client tracking system collects Department-required performance criteria and indicators.					

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Section 2 Contract Item	Meets Contract Requirement (X)	Not Currently In Compliance (X)	If not currently in compliance: Barriers to meeting the requirement	If not currently in compliance: Plan to meet contract requirement	Planned Date of Compliance
The client tracking system assigns a unique contact number for each contact and a unique client identification number for each customer.					
The client tracking system tracks data on the initial and subsequent client contacts, including characteristics of the customer, reasons for the contact, subjects of the contact, and issues identified.					
The client tracking system also tracks data on the ADRC services provided, the outcomes that result and follow-up activities.					
The client tracking system meets the standards for database content and structure established by the Department.					
The RQS has access to its client tracking database system.					
Telephone Systems (Page 8 of 2016 Contract)					
The ADRC has its own dedicated phone number(s) including a toll-free telephone number. (Unless ADRC is integrated with an Aging Unit, then must be answered, "Aging and Disability Resource Center.")					
If regional, there is one telephone or telecommunications system for the entire regional ADRC.					
The ADRC phone number(s) are on the ADRC's web site, in the ADRC's marketing materials, and published in the local telephone book(s).					
If the ADRC is county-based, the telephone number is on the home page of the county's web site.					
The ADRC telephone is answered during business hours by a staff person who tells the customer that he/she has called the "Aging and Disability Resource Center."					
The telephone system transfers calls internally. Multi-office ADRCs must be able to transfer calls among their offices.					
The telephone system tracks and reports hold times and abandoned calls.					

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After business hours, the telephone system identifies the ADRC's business hours, permits callers to leave a message, and refers callers to an emergency number.					
An ADRC staff member responds to phone messages by the end of the next business day.					
E-Mail (Page 8 of 2016 Contract)					
The ADRC has an email address published on the ADRC's web site, in marketing materials and submitted to the Department for publication on the Department's website.					
For county-based ADRCs, the ADRC's email address is also published on the home page of the county's web site.					
An ADRC staff member responds to e-mail contacts from customers by the end of the next business day.					
Website (Page 9 of 2016 Contract)					
The ADRC website includes descriptions of the ADRC's mission, the populations it serves, and the types of information and services it provides.					
Contact information for the ADRC (telephone number, address, hours of operation, and email address) is highly visible and easy to find on the ADRC's home page.					
For county-based ADRCs, the ADRC website link is highly visible and easy to find on the home page of the county's website.					
The website contains or provides a link to the ADRC's electronic resource database.					
The ADRC website, including the resource database, is accessible to people with impairments or disabilities that limit access to standard web formats. (e.g., increased font size, high contrast in colors, American Sign Language video translations, captioning on videos.)					

Draft Template for the "2016 Business Plan to Improve the ADRC's Market Base and Expand its Reach"
Guidance on Using the Template

1) This document provides a template for Aging and Disability Resource Centers to calculate costs per contact and costs per customer as specified in Sections IV. L. in the 2016 Aging and Disability Resource Center Scope of Services.

2) Contacts and customers reported in the Business Plan should tie to contacts and customers reported to the Department through the encounter reporting process.

3) Costs reported in the Business Plan should tie to costs reported in CARS and should be limited to ADRC Grant Funding and its MA Match Funding.

4) All operations and administrative costs shall be included in the plan. Costs that cannot be directly associated with a specific service, such as marketing, shall be allocated.

5) Costs are required to be provided in the following service categories: Information and Assistance, Enrollment and Disenrollment Counseling, Services to Youth in Transition, Dementia-Related Services, Nursing Home Relocations, and Other. To allocate costs to these services, ADRCs are strongly encouraged to utilize the added Category 6 Time Reporting Codes. These codes will identify staff effort in the required service categories, and

6) The Category 6 Instructions are included in this template as a reference under the tab "Cost Allocation."

7) Contacts and customers are also required to be provided in the service categories identified above. ADRCs are highly encouraged to utilize new client tracking elements to allocate contacts and customers to service categories.

8) Instructions for allocating contacts and customers using new client tracking data elements are included in this template under the tab "Contact and Customer Allocation."

9) A summary of costs, contacts and customers is included in the template to facilitatea reconciliation between costs, contacts and customers reported in the Business Plan, costs reported to CARS, and contacts and customers reported in encounter.

Innovation Grants for Building Collaborative Dementia Capable Crisis Response
Project Work Plan
January 2016 - June 2017

Agency Name: Dodge County Human Services & Health Department

Major Objectives	Key Tasks	Lead Person (name and affiliation)	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016
Prepare training materials and agendas and send out invitations to the trainings	Creating training materials and agendas. Coming up with a list of invitees. Sending out training invitations and requesting an RSVP	Kris Schefft - Dodge County ADRC/Aging Supervisor and Doreen Goetsch Dodge County APS/LTS Supervisor	☒	☒	☐	☐	☐	☐
Offer trainings to Dodge County Human Services & Health Department's current Crisis Team Staff	Receive RSVP's and prepare for trainings. Reserve rooms and finalize agendas	Kris Schefft - Dodge County ADRC/Aging Supervisor and Doreen Goetsch Dodge County APS/LTS Supervisorty ADRC/Aging Supervisor	☐	☐	☒	☐	☐	☐
Offer trainings to other professionals, agencies, organizations and stakeholders	Receive RSVP's and prepare for trainings. Reserve rooms and finalize agendas	Kris Schefft - Dodge County ADRC/Aging Supervisor and Doreen Goetsch Dodge County APS/LTS Supervisor	☐	☐	☐	☒	☐	☐
Offer trainings to local physicians, nurses and their clinical/support staff	Receive RSVP's and prepare for trainings. Reserve rooms and finalize agendas	Kris Schefft - Dodge County ADRC/Aging Supervisor and Doreen Goetsch Dodge County APS/LTS Supervisor	☐	☐	☐	☒	☐	☐
Schedule meetings to invite those who are interested in collaborating to create MOU's	Schedule the meetings which can be in person or via teleconference. Create MOU's with those willing to participate in this grant and create the crisis response teams	Kris Schefft - Dodge County ADRC/Aging Supervisor and Doreen Goetsch Dodge County APS/LTS Supervisor	☐	☐	☐	☐	☒	☒

Major Objectives	Key Tasks	Lead Person	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16
Based on the MOU's create the crisis response teams	Collaboration with interested stakeholders	Kris Schefft - Dodge County ADRC/Aging Supervisor and Doreen Goetsch Dodge County APS/LTS Supervisorr	☒	☐	☐	☐	☐	☐
Collaborate with the crisis response teams to create a tracking mechanism	Create spreadsheet to track responses and associated work	Kris Schefft - Dodge County ADRC/Aging Supervisor and Doreen Goetsch Dodge County APS/LTS Supervisor	☒	☒	☐	☐	☐	☐
Create and disseminate education material regarding dementia	Create the fact sheets and brochures Create a list of places to send the fact sheets and brochures	Kris Schefft - Dodge County ADRC/Aging Supervisor and Doreen Goetsch Dodge County APS/LTS Supervisor	☐	☒	☒	☐	☐	☐
Begin having Dementia Capable Crisis Response Teams respond to calls	Start having teams respond and track the responses	Sara Gaska - Dodge County Clinical Services, Outpatient Supervisor and Kim Kunz, Dodge County Community Mental Health Supervisor	☐	☒	☒	☒	☒	☒
Schedule trainings/meetings for the crisis response teams	Create agendas, schedule the trainings, request RSVP's and reserve the rooms. Obtain feedback from the teams on successes, failures and needed modifications. Discuss tracking mechanism and any changes that need to take place to ensure proper tracking.	Kris Schefft - Dodge County ADRC/Aging Supervisor and Doreen Goetsch Dodge County APS/LTS Supervisor	☐	☐	☒	☐	☒	☐

Major Objectives	Key Tasks	Lead Person	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17
Continue meeting with teams bi monthly to ascertain how the system is working and to work out any issues. Share success and failures with the other teams. Look for areas of improvement.	Create agendas and continue meeting bi monthly with the teams and include stakeholders as necessary.	Kris Schefft - Dodge County ADRC/Aging Supervisor and Doreen Goetsch Dodge County APS/LTS Supervisor	⊠	☐	⊠	☐	⊠	☐
Continue to disseminate publications regarding dementia and the dementia capable crisis response teams	Modify previous fact sheets and brochures as needed. Publicize the crisis response teams and their success stories for conitnued and future buy in from stakeholders and the public	Kris Schefft - Dodge County ADRC/Aging Supervisor and Doreen Goetsch Dodge County APS/LTS Supervisor	☐	⊠	☐	⊠	☐	⊠
Continue to add more stakeholders and teams as success stories are shared and others want buy in	Continue to share success stories and information regarding the teams to stakeholders. This will need to be a collaborative effort as each of the supervsiors has their area of expertise and connections from which to gather more collaborations and buy in.	Kris Schefft - Dodge County ADRC/Aging Supervisor and Doreen Goetsch Dodge County APS/LTS Supervisor andSara Gaska - Dodge County Clinical Services, Outpatient Supervisor and Kim Kunz, Dodge County Community Mental Health Supervisor	⊠	⊠	⊠	⊠	⊠	⊠
Continue working with the tracking mechanism to ensure proper, complete and accurate tracking of responses. Modify as necessary	Review tracking mechanism and modify as necessary. Gather statistics every month to verify the programs success.	Sheila Drays - Dodge County Division Manager	⊠	⊠	⊠	⊠	⊠	⊠
Offer staff time to provide feedback to the state and any	Collaborate with DMHSAS to provide feedback and information as requested	Kris Schefft - Dodge County ADRC/Aging	☐	☐	☐	☐	⊠	⊠

other stakeholders who would like to learn about our program	to show the success of the program and to show how it reduced placements and cost. Again this will be a collaborative effort amongst the involved supervisors as they all have their area of expertise that will prove valuable in this endeavor	Supervisor and Doreen Goetsch Dodge County APS/LTS Supervisor andSara Gaska - Dodge County Clinical Services, Outpatient Supervisor and Kim Kunz, Dodge County Community Mental Health Supervisor						

ADRC/Aging Services Supervisor's Report 2015

Activities Reported		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Yr Total
Elder Benefit Specialist:	Total Cases Served	37	33	27	28	32	19	46	44	26	82	61	1	71
	Senior Care Applications	5	11	7	3	6	5	5	5	5	11	8	0	
	Medicare Part D Applications	17	13	15	8	10	9	13	10	4	47	53	0	199
	Client Contacts	79	72	72	61	61	56	72	56	84	114	118	25	870
	Welcome 2 Medicare Workshop	8	n/a	5	n/a	8	n/a	13	n/a	9	n/a	n/a	n/a	43
	Information & Assistance	34	29	29	31	30	22	35	20	40	36	29	1	336
	Home Visits	5	8	12	3	7	7	10	1	10	9	1	0	73
	Office Appointments	5	6	9	8	6	10	7	12	8	28	16	0	115
	Site Visits	1	2	3	1	1	2	5	3	1	4	12	1	35
	Pro Bono Clients Seen by 11 Volunteer Attorneys	0	1	5	6	2	4	2	3	2	2	0	2	29
Alzheimer's Program:	Clients and their family members served	8	8	8	8	8	7	5	8	14	14			
	Expended to provide assistance	$1,005	$622	$830	$682	$609	$648	$502	$739	1018.98	1197.57			
Family Caregiver Support:	Caregivers served	14	14	11	11	11	12	8	9	20	16			
	Expended to provide assistance	$721	Not Avail	$733	$692	$746	$1,206	$1,127	$1,199	$2,090.28	1314.96			
Disability Benefit Specialist:	Clients Served			41	48	49	53	65	65	72	79	82	84	
	Cases			42	52	52	57	72	72	81	75	86	89	
	Medicaid (includes ACA)			4	6	3	9	7	4	11	10	11	11	
	Medicare Part D			6	6	3	3	2	3	6	8	15	11	
	Other Medicare			6	5	2	3	3	3	3	5	7	5	
	Social Security Insurance and Disability Insurance			31	35	39	44	55	53	58	57	65	59	
	Benefit Checkup			0	9	5	0	4	4	1	0	0	2	
	Other			5	5	6	5	7	2	10	5	4	7	

January 6, 2016

Kristine Schefft, Aging Services/ADRC Supervisor
Dodge County Human Services & Health Department
199 County Road DF
Juneau, WI 53039

Dear Kristine:

I am pleased to inform you that Dodge County's 2016-2018 Aging Unit Plan
and Budget has been approved by GWAAR.

I would like to thank you and your staff for taking the time and meeting with
me to work on your plan and budget this year. If you have questions or
need technical assistance as your plan activities progress, I encourage you,
or your designated staff, to contact any GWAAR employees as necessary.
We're here to help you succeed and we're more than happy to help any way
we can.

Thank you, your commission, local citizens, and others for preparing a plan
that will surely build on previous achievements and offer older persons
access to quality-driven programming to help them maintain their
independence. Dodge County continues to be a strong leader in aging
programs!

Sincerely,

Carrie Kroetz

Carrie Kroetz
OAA Consultant
Carrie.Kroetz@gwaar.org

Cc: Glenn Stousland, Chairperson
     Clem Hoelzel, Chairperson
     Sarah Cowen
     Deb Mould